

# Reference Report

## Combined Vendors

# Reference Survey

How long have you used the EHR from [Vendor's Name]? \_\_\_\_\_ (months/years)

*The following questions are rated 1-5, where 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent.*

How would you rate benefit of the EHR to your practice? 1 - 2 - 3 - 4 - 5 - N/A

How would you rate your satisfaction with the EHRs ability to:

- 1) Review patient charts 1 - 2 - 3 - 4 - 5 - N/A
- 2) Update and document patient charts 1 - 2 - 3 - 4 - 5 - N/A
- 3) Order tests and review results 1 - 2 - 3 - 4 - 5 - N/A
- 4) Prescribe electronically 1 - 2 - 3 - 4 - 5 - N/A
- 5) Clinical decision support (e.g. drug warnings, preventative care reminders, etc.) 1 - 2 - 3 - 4 - 5 - N/A
- 6) Clinical/quality reporting (e.g. pay-for-performance, Bridges to Excellence, etc.) 1 - 2 - 3 - 4 - 5 - N/A

How would you rate the vendor on:

- |                   |                         |
|-------------------|-------------------------|
| 1) Implementation | 1 - 2 - 3 - 4 - 5 - N/A |
| 2) Training       | 1 - 2 - 3 - 4 - 5 - N/A |
| 3) Support        | 1 - 2 - 3 - 4 - 5 - N/A |
| 4) Service        | 1 - 2 - 3 - 4 - 5 - N/A |

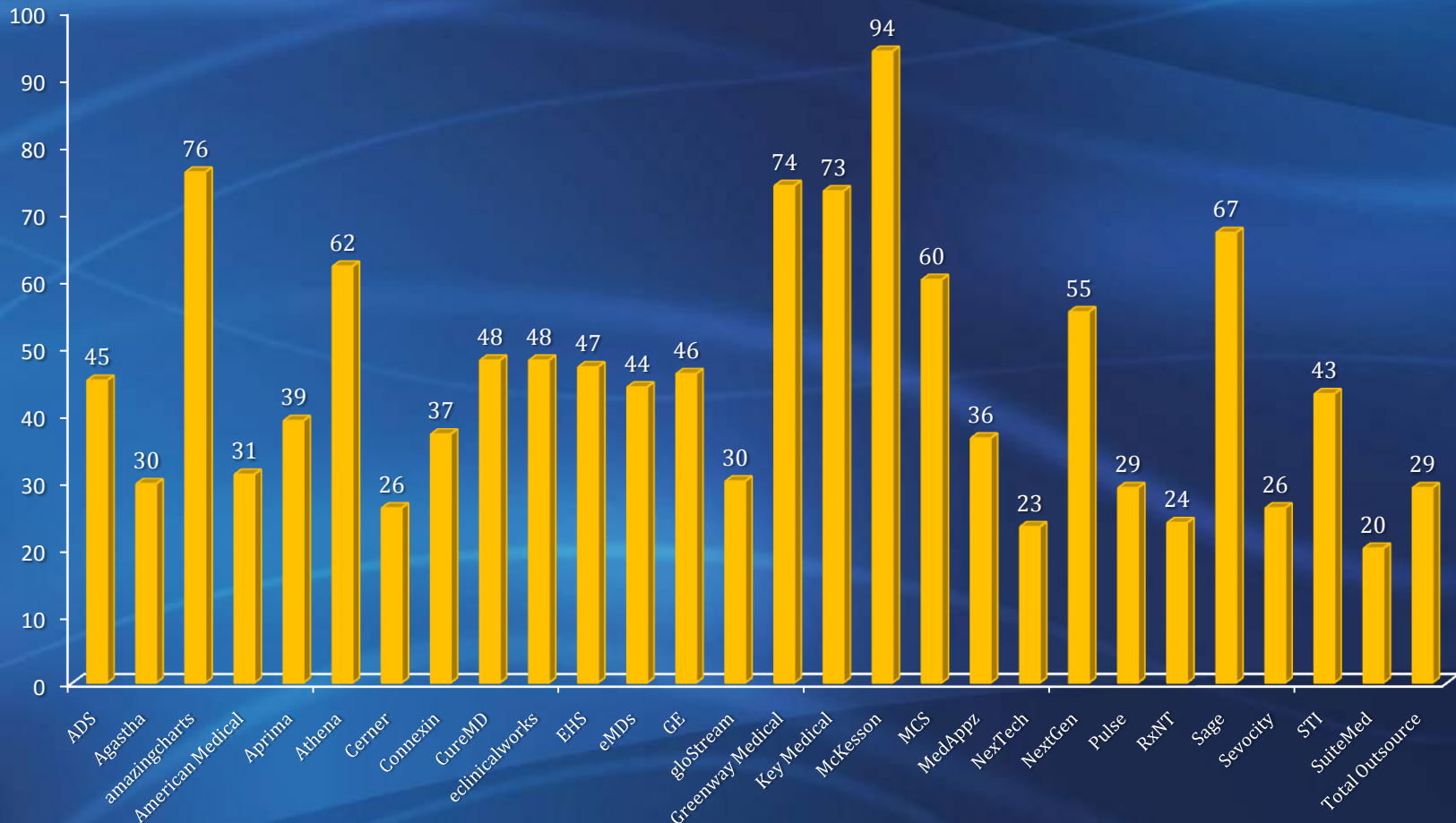
Would you purchase this system again? ☐ Yes ☐ No

Would you purchase from the same vendor again? ☐ Yes ☐ No

# Product Evaluation

# How long have you used the EHR?

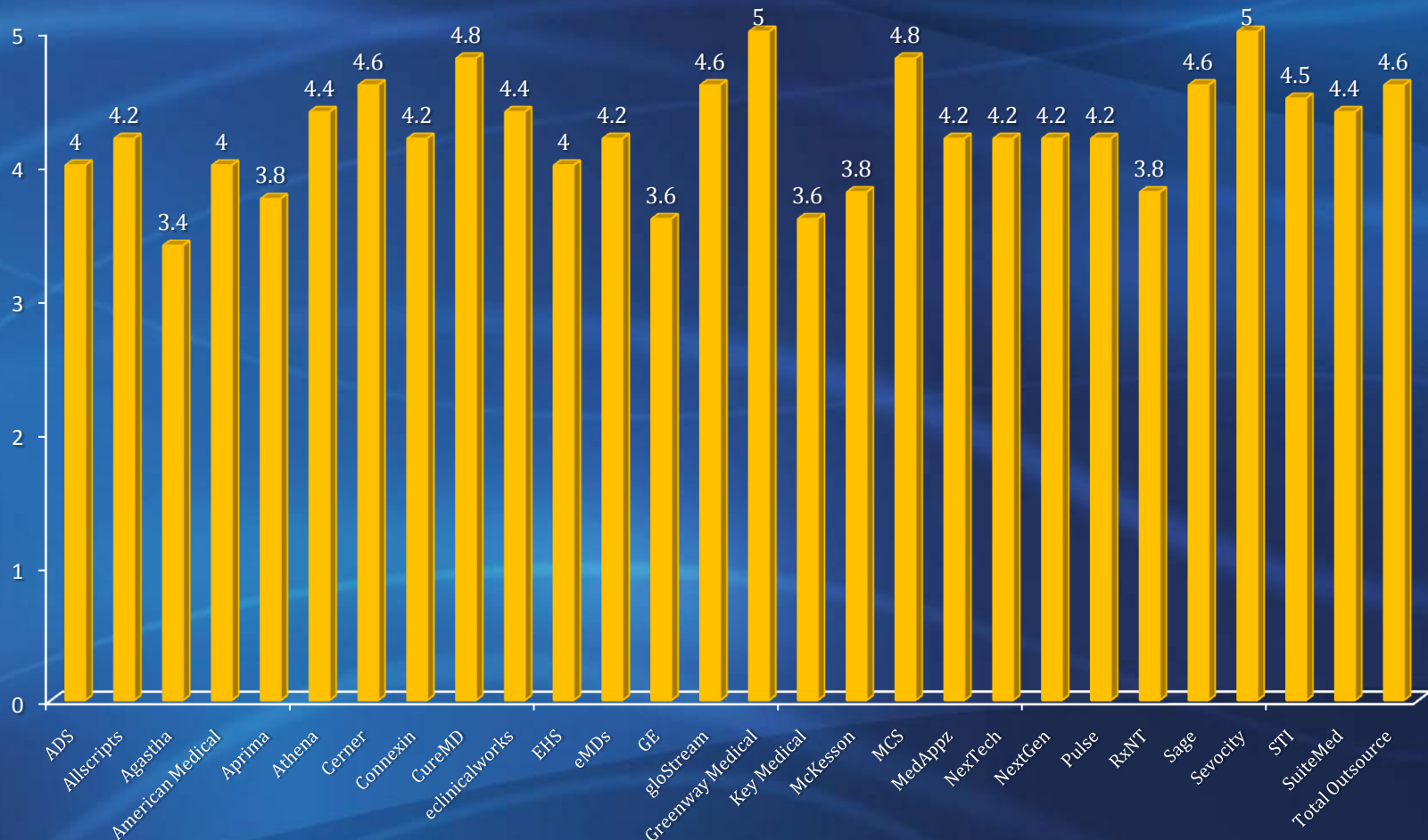
## Months



*Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent*

*All information obtained from references provided by vendor.*

# How would you rate the benefit of the EHR for your practice?

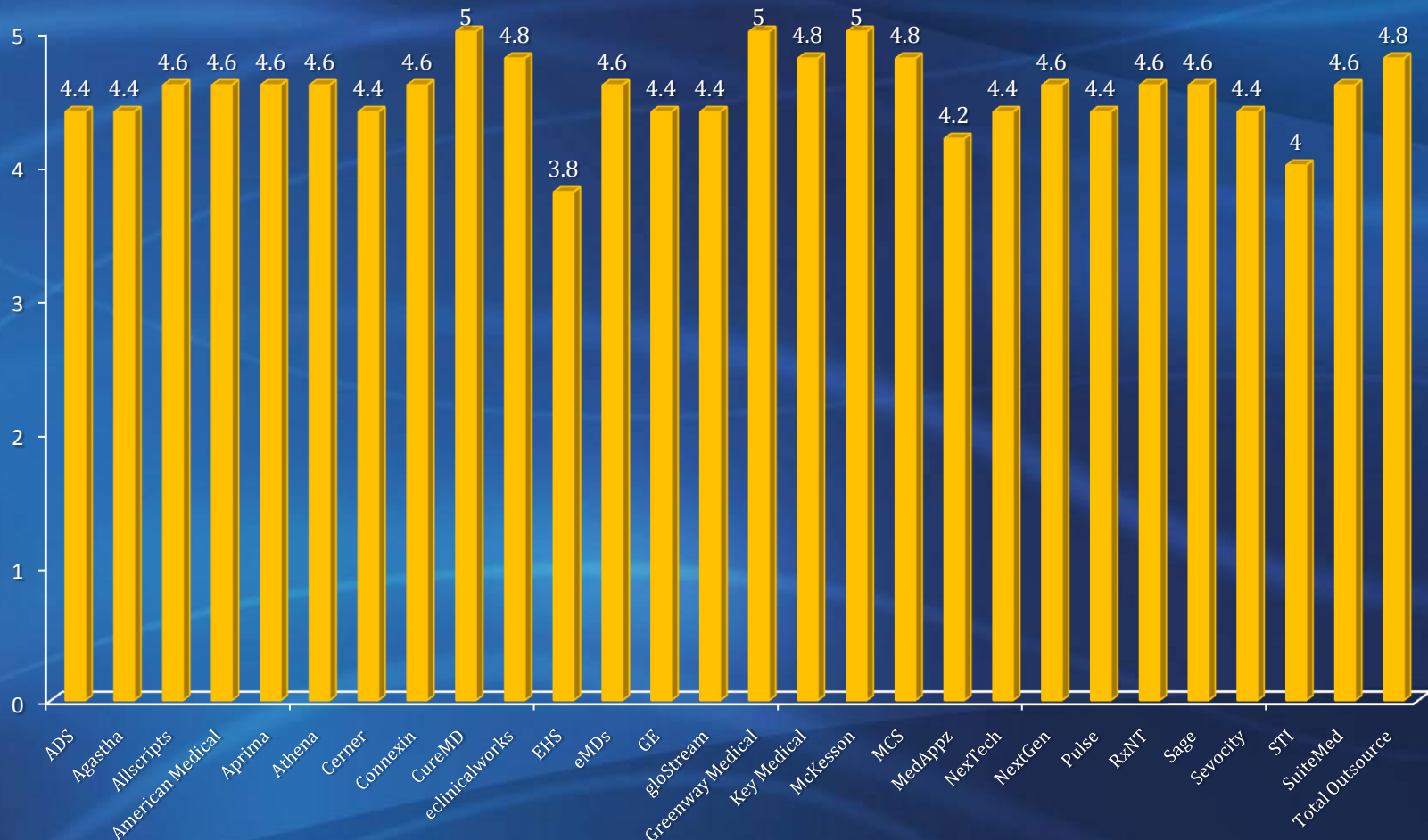


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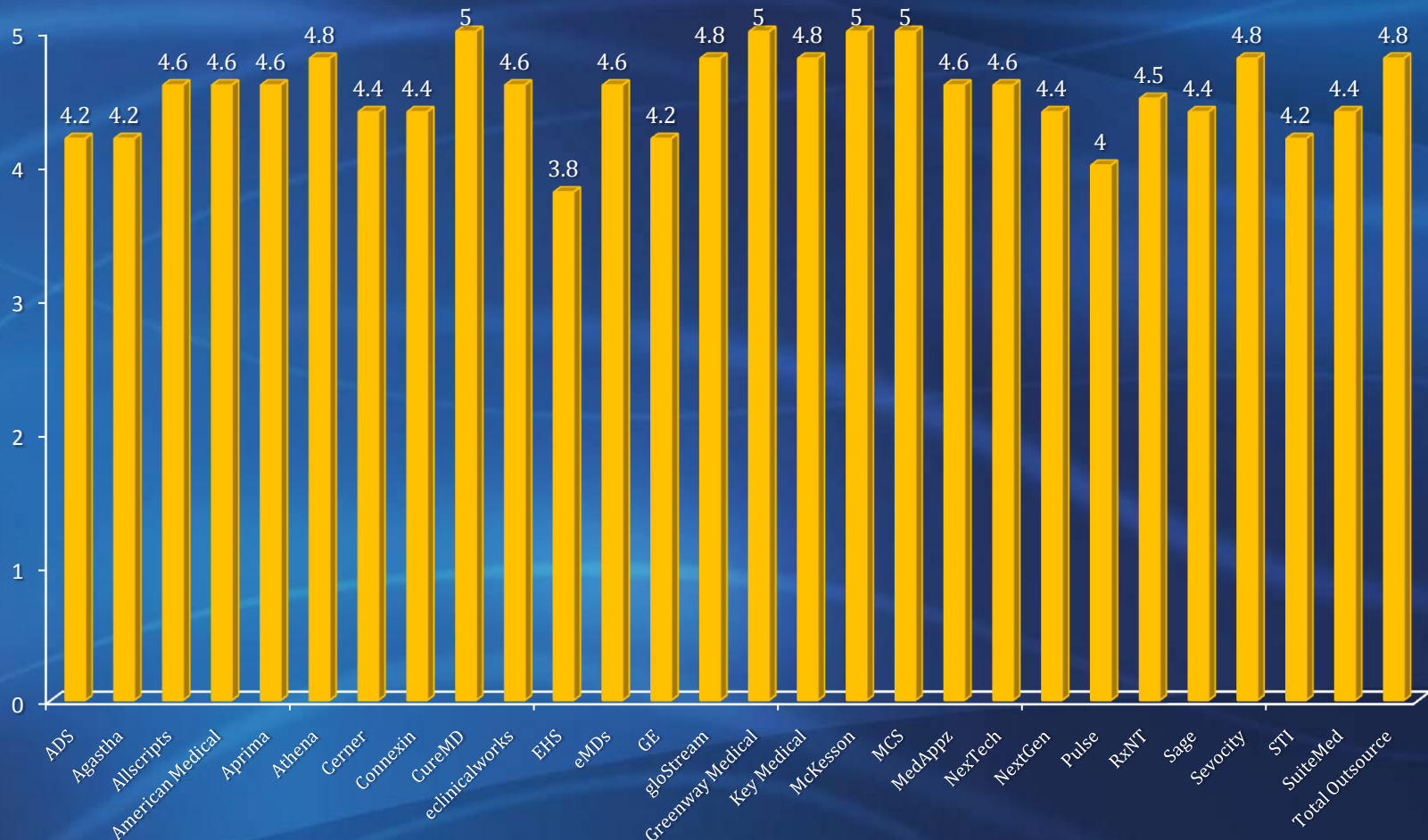
# How would you rate your satisfaction with the EHRs ability to review patient charts?



*Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent*

*All information obtained from references provided by vendor.*

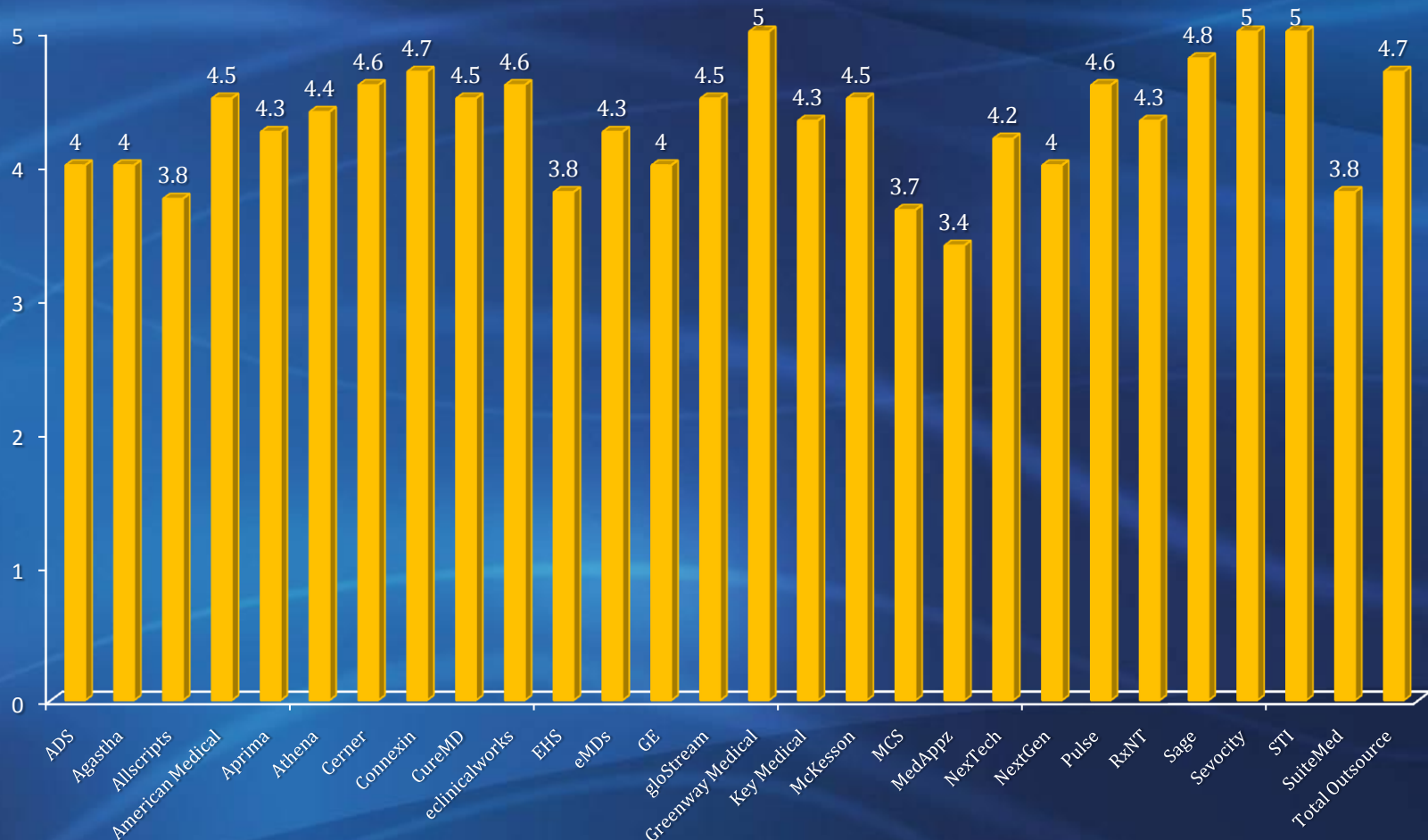
# How would you rate your satisfaction with the EHRs ability to update and document in patient charts?



*Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent*

*All information obtained from references provided by vendor.*

# How would you rate your satisfaction with the EHRs ability to order tests and review results?

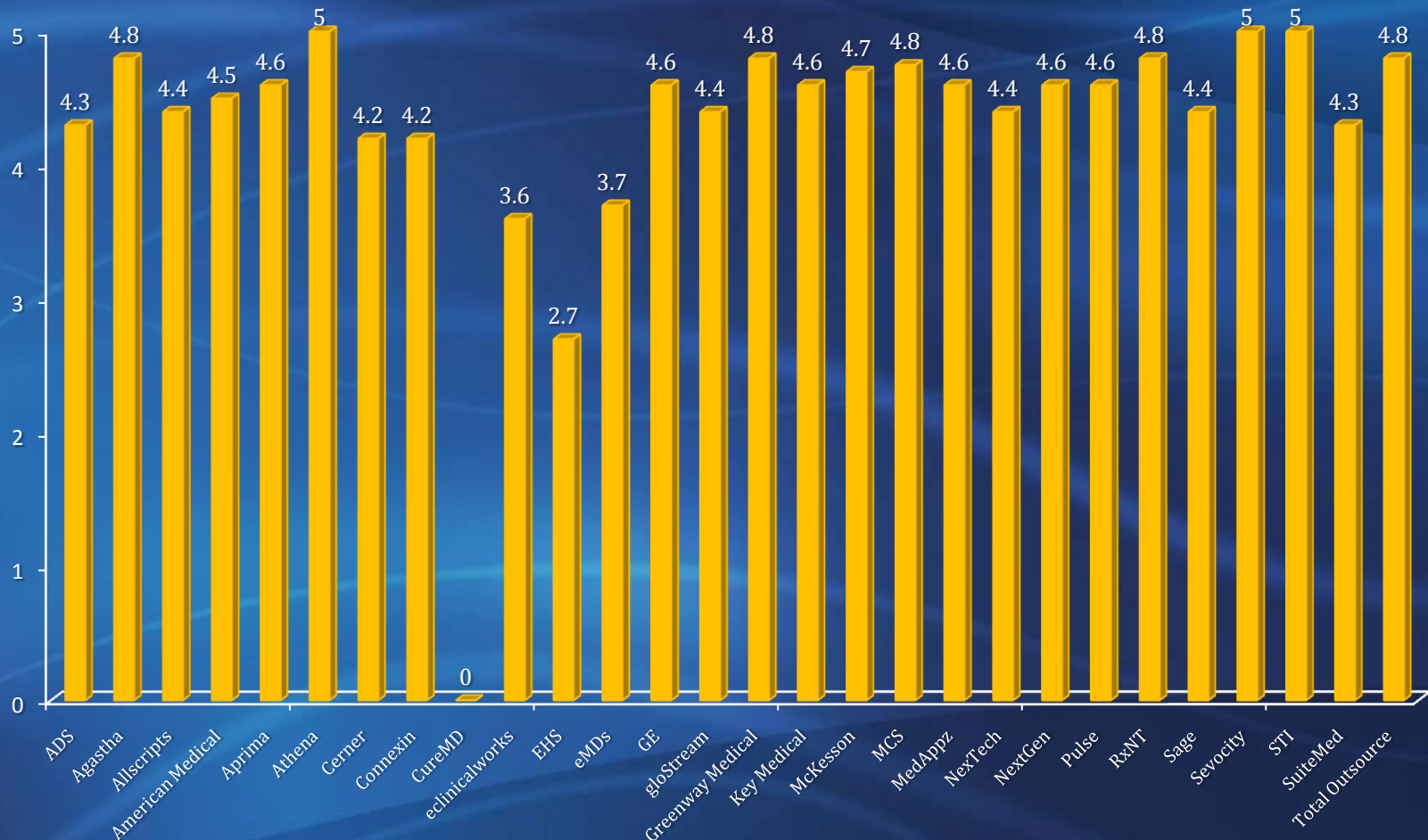


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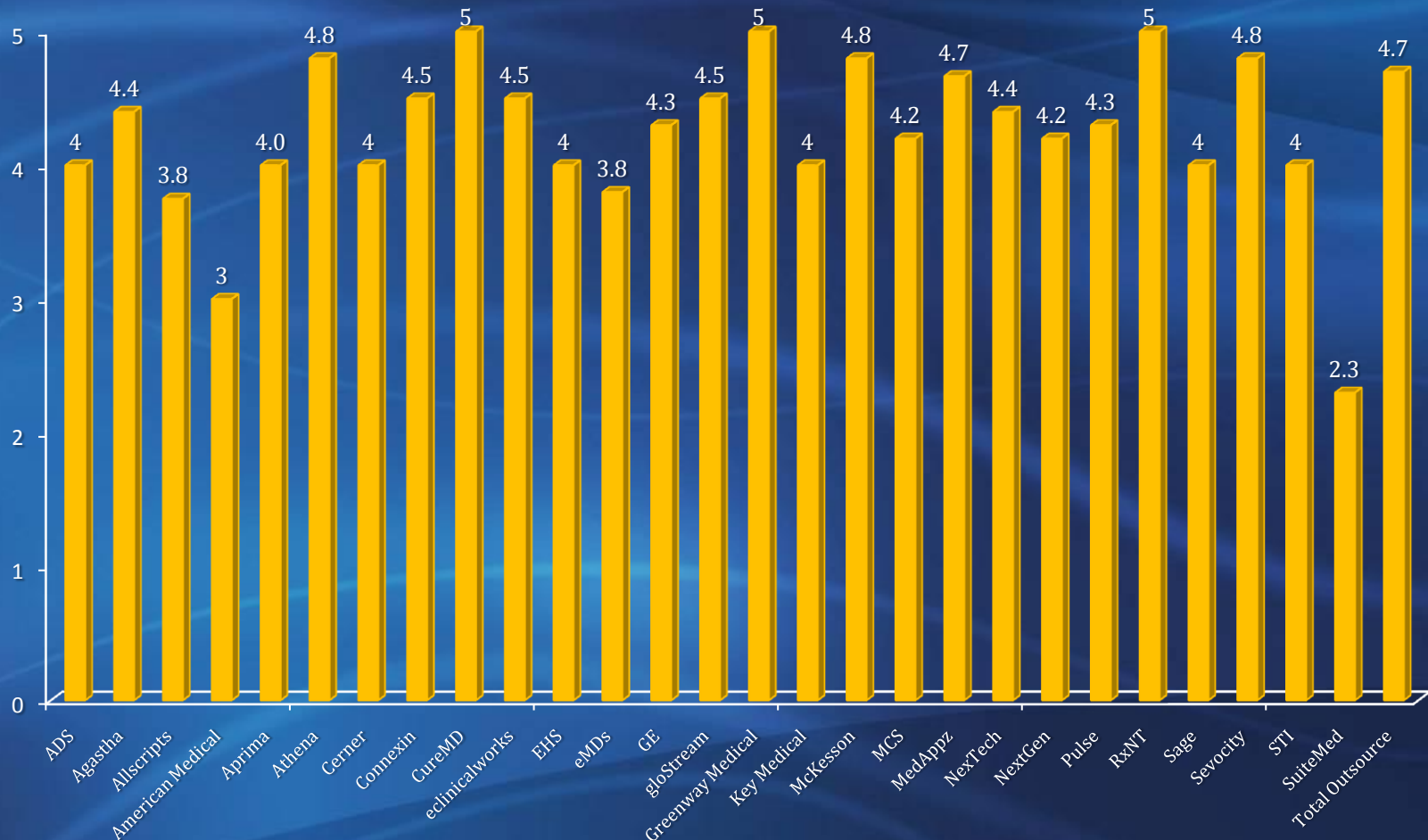
# How would you rate your satisfaction with the EHRs ability to prescribe electronically?



*Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent*

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# How would you rate your satisfaction with the EHRs ability regarding clinical decision support? (eg, drug warnings, preventative care reminders)

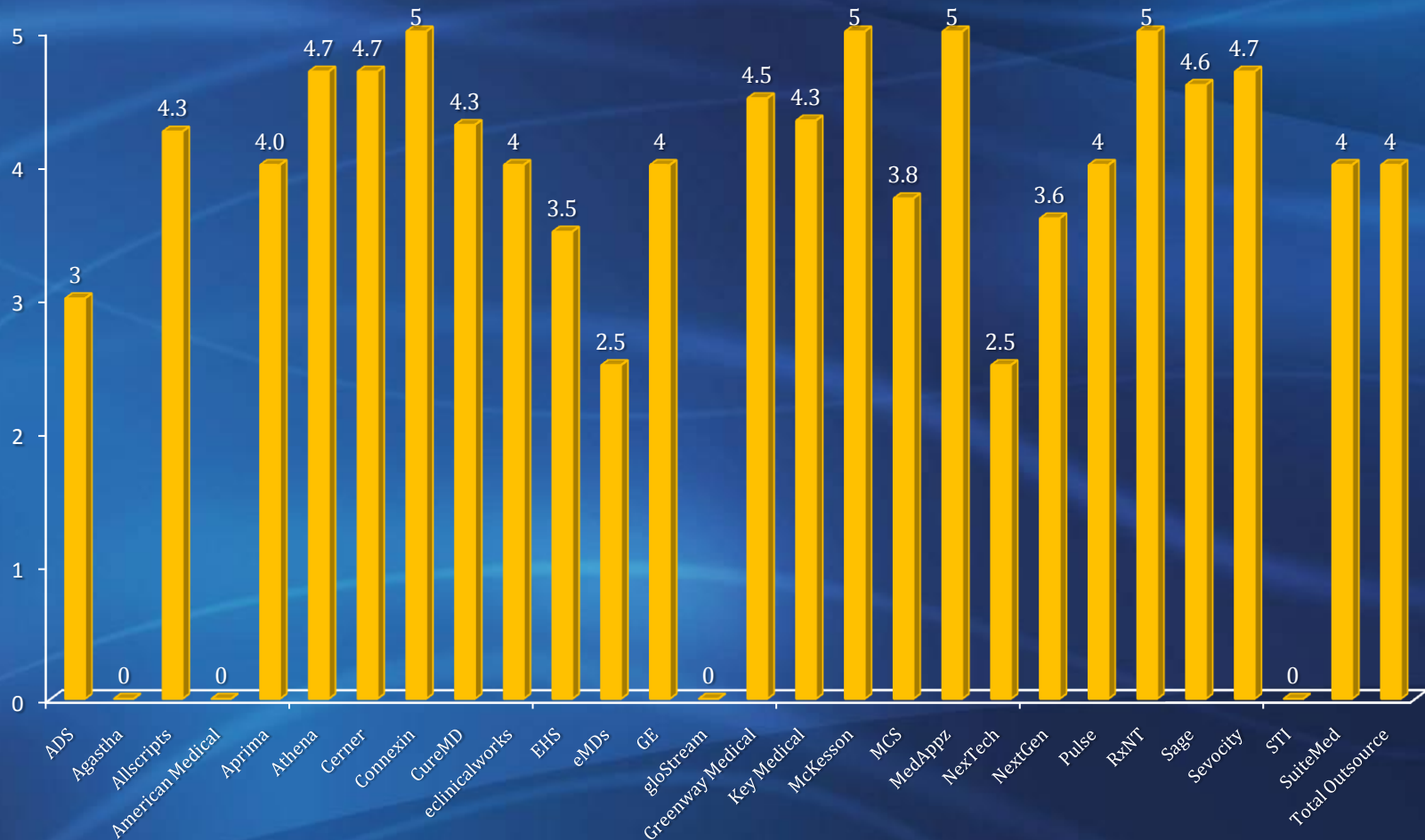


Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent

All information obtained from references provided by vendor.

# How would you rate your satisfaction with the EHRs ability for clinical and quality reporting?

(eg, physician analysis of patient population, P4P, Bridges to Excellence, etc.)

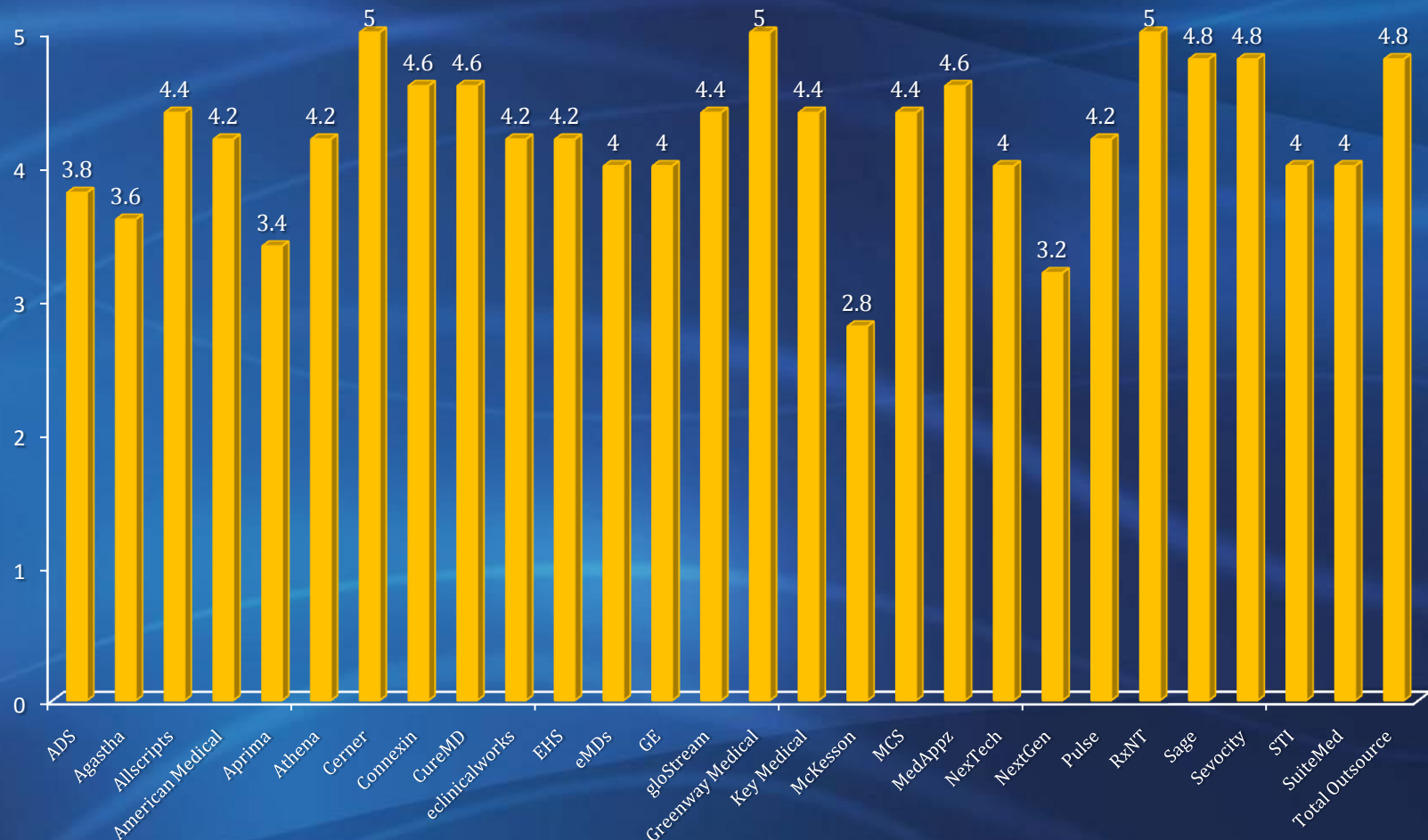


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# Vendor Evaluation

# How would you rate the vendor on implementation?

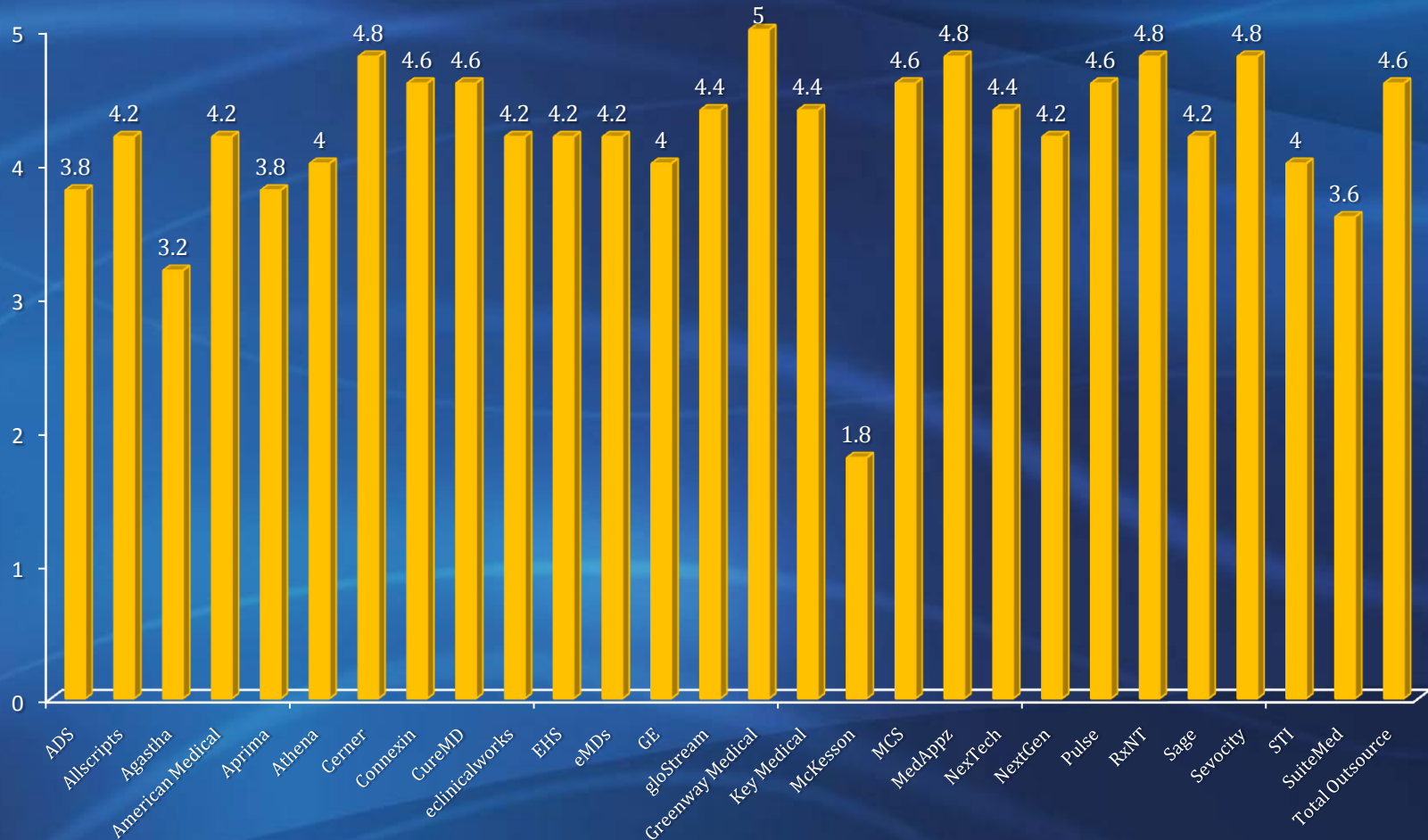


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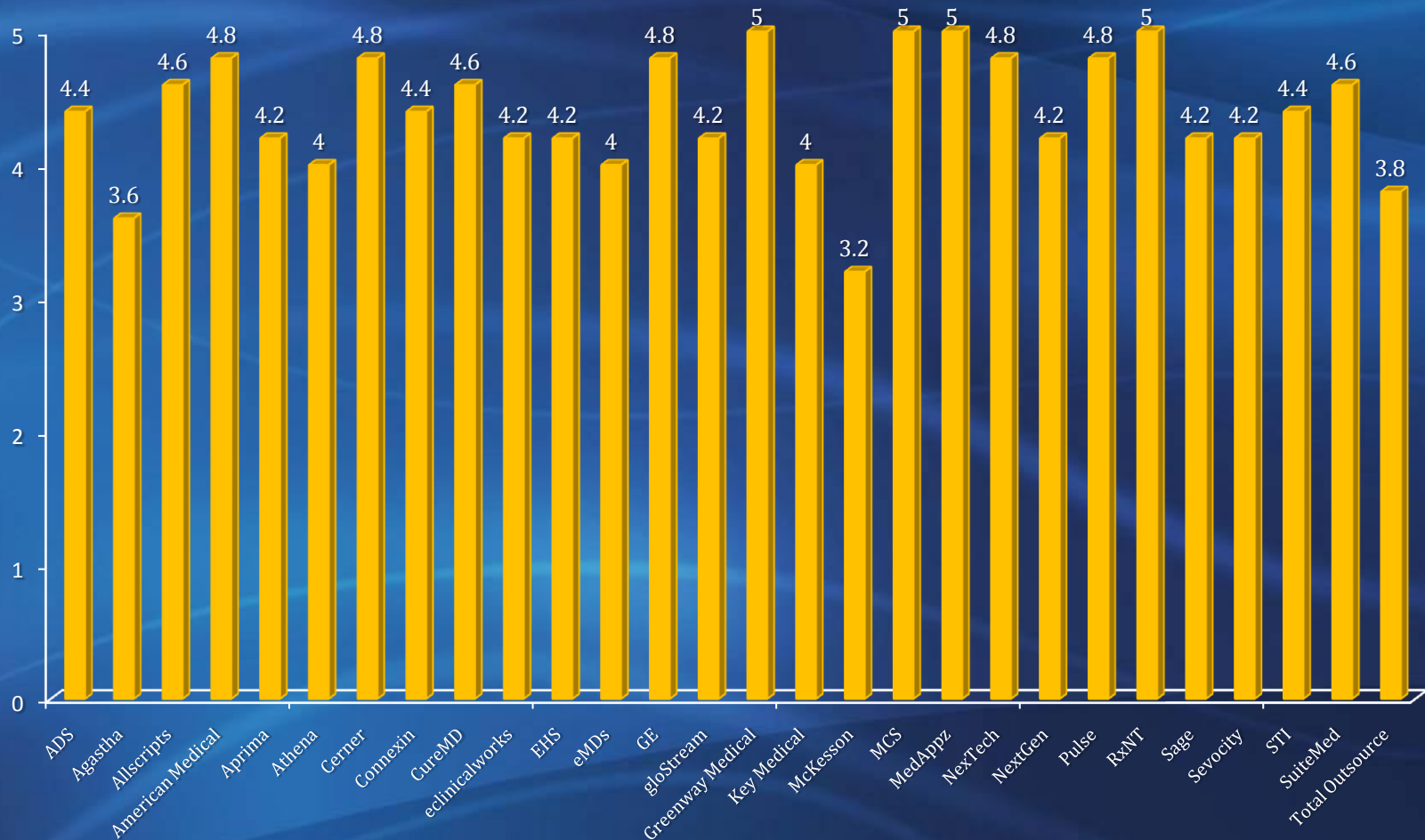
# How would you rate the vendor on training?



*Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent*

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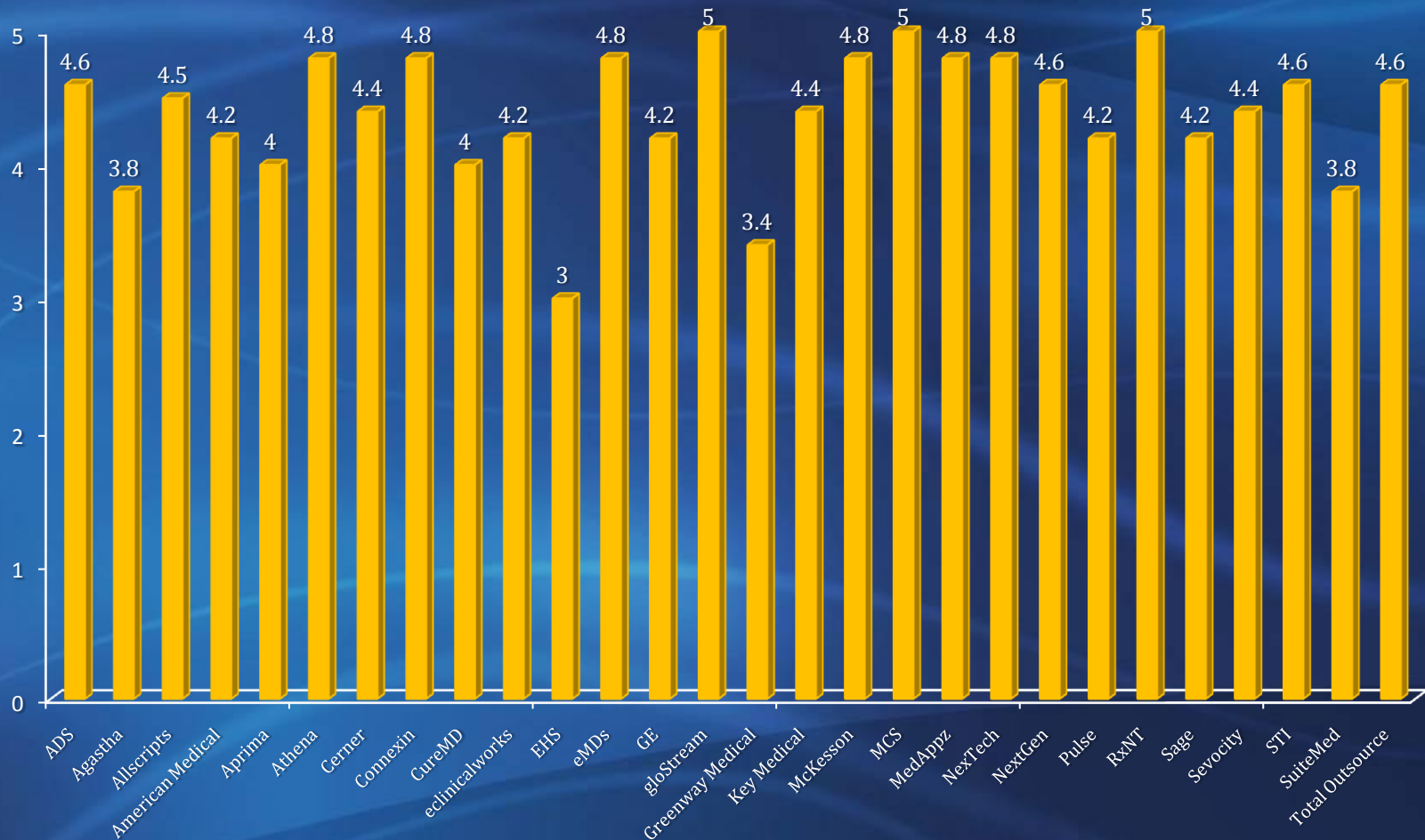
# How would you rate the vendor on support?



*Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent*

*All information obtained from references provided by vendor.*

# How would you rate the vendor on service?



*Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent*

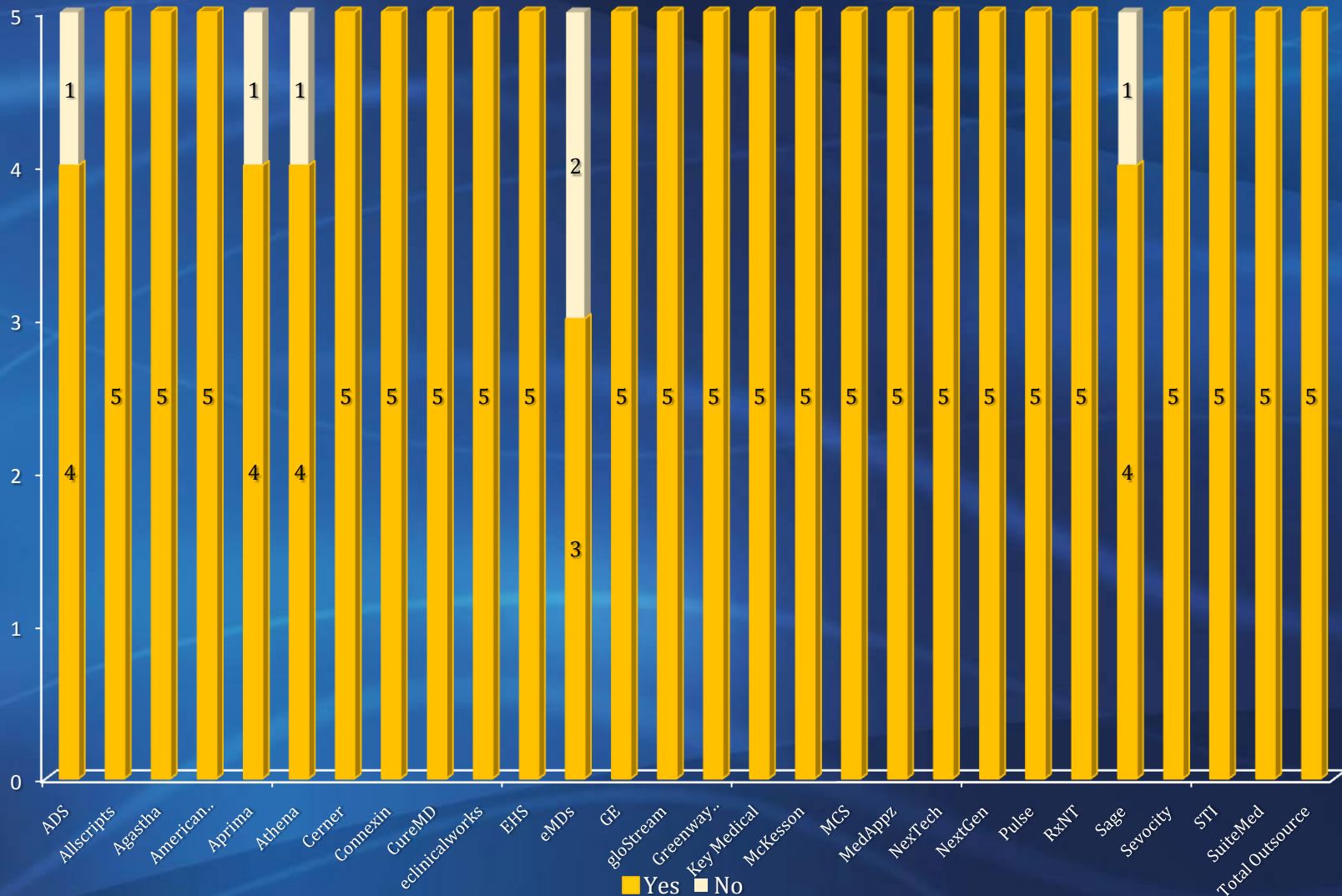
*All information obtained from references provided by vendor.*

# Would you purchase this system again?



All information obtained from references provided by vendor.

# Would you purchase from the same vendor again?



All information obtained from references provided by vendor.



For more information visit:

<http://mhcc.maryland.gov/electronichealth/ehr/ehrvendors.html>